

# CRD Regional Parks and Trails 2024 Resident Survey

## Frequently Asked Questions

### **Who is conducting this survey?**

The CRD Regional Parks and Trails 2024 Resident Survey is a Capital Regional District (CRD) initiative being carried out by Victoria-based research firm R.A. Malatest & Associates Ltd.

### **Why are you doing this survey?**

The CRD regularly administers a statistically valid resident survey (1992, 1998, 2005, 2017) to document public opinions toward regional parks and trails. The survey data will benefit communities within the capital region by informing the CRD on how satisfied residents are with their regional parks and trails system experience.

### **Why should my household participate in this survey? What will the survey information be used for?**

This survey will help document public satisfaction, confirm visitor activities in the parks and help the CRD assess understanding of the various benefits of parks. Your feedback will help to inform long-term planning and support related goals identified in both the CRD's Corporate Plan 2023-2026 and the Regional Parks Strategic Plan 2022-2032. The survey is strictly confidential, and your participation is optional.

### **How will my information be kept private?**

The survey is voluntary and strictly confidential. Any information collected will be protected per the provisions of the *Freedom of Information and Protection of Privacy Act*. Data gathered is processed, stored, and used in a form that does not permit any individual household or its members to be identified. Names, addresses and phone numbers are deleted from the data file at the conclusion of the survey's data collection phase.

### **How can residents confirm that the survey is legitimate?**

Residents can confirm the survey is the legitimate CRD Regional Parks and Trails 2024 Resident Survey if they receive a letter signed by Colin Plant, CRD Board Chair, with a secure access code directing them to complete a survey at [www.crdresidentsurvey.ca](http://www.crdresidentsurvey.ca), by telephone or requesting a physical questionnaire.

### **How are residents selected to participate?**

Participants are selected randomly from demographics and residence location to collect information on regional parks and trails from a statistically relevant sample of study area households. Questions or concerns about this research for the CRD can be directed to Malatest's toll-free survey hotline at 1.833.224.7237.

### **What do I do if I lose my letter with my secure login code?**

If you have misplaced your secure access code, please contact Malatest's toll-free survey hotline at 1.833.224.7237.

### **When is the survey being conducted and how long will it take?**

The survey is being launched in January 2024. The online survey should take between 15 and 25 minutes to complete.